

## Donation Pick-up Procedure

Revised 8/11/20

We are returning to scheduling pickups on a limited schedule. For the foreseeable future, pickups will occur Tuesdays and Wednesdays. We will revisit the pickup schedule monthly.

### General Rules:

- First week (May 12-16) the truck is to make business pickups only.
- Business donation pick up: Donations team to reach out to businesses to determine the logistics of the pickup. Minimize the in-person interaction with the donor.
  - For first time business donation, ask how they would like their receipt
  - Receipts can be dropped off, emailed, or mailed
- Residential donation pickups (Starting May 19): Follow “Touch Free” procedure of not going into a home to pick up donations:
  - Driver will call donor prior to leaving for scheduled pick up to confirm items are in place
  - Items must be placed outside or in an open garage and able to be loaded with one person only
  - The driver will not enter homes
- Receipts will be left behind as instructed upon scheduling.
- Items shall not be left on truck at the end of the day. All items should be moved to the appropriate area and/or disinfected immediately.

### Scheduling:

- Let donors know that we are currently picking up under a “Touch Free” process. This means that items must be placed outside or in an open garage where items may be loaded without contact with the donor. Obstacles should be removed so the driver can pick the items up without assistance. The driver will carry carts/dollies, and the truck has a lift.
- Ask business donors to develop a process that reduces contact as much as possible. Regular business donors may already have a process in place. For example, Walzcraft loads for us.
- Ask the donor if they would like a receipt when scheduling. If the customer wants a paper receipt, a receipt will be left in an agreed upon place. A receipt may also be emailed or mailed.
- Unless agreed upon, the driver should make a reminder call approximately 1 hour before the pickup.

### At Pickup:

- A facemask and gloves must be worn at all times when picking up a donation. It does not matter if the donor is present or not.
- Safety gloves are disposed of after each pick up is complete and placed in plastic trash bag. Sanitize hands and steering wheel at start of day and after each pick up is complete.
- The driver will not be able to enter homes.
- A receipt may be left behind as agreed upon when scheduling.

### After the Pickup:

- Items must be removed from the truck by the end of the day.
- All donations must be triaged to one of three outcomes:
  - Immediate disinfection (most likely for larger items)
  - 3-day quarantine zone
  - Dispose/Recycle
- At end of route/day, dispose of trash from truck and sanitize/clean cab, wiping:
  - Steering wheel,
  - Interior and exterior door handles,
  - Dashboard and buttons,
  - Gear shift and handles, and
  - Rear door handles
- Replenish supplies daily. Inform manager when supplies are running low.

Additional supplies needed for Driver:

- Disposable gloves
- Face Masks
- Disinfecting Wipes
- All-Purpose Cleaner
- Plastic Garbage Bags